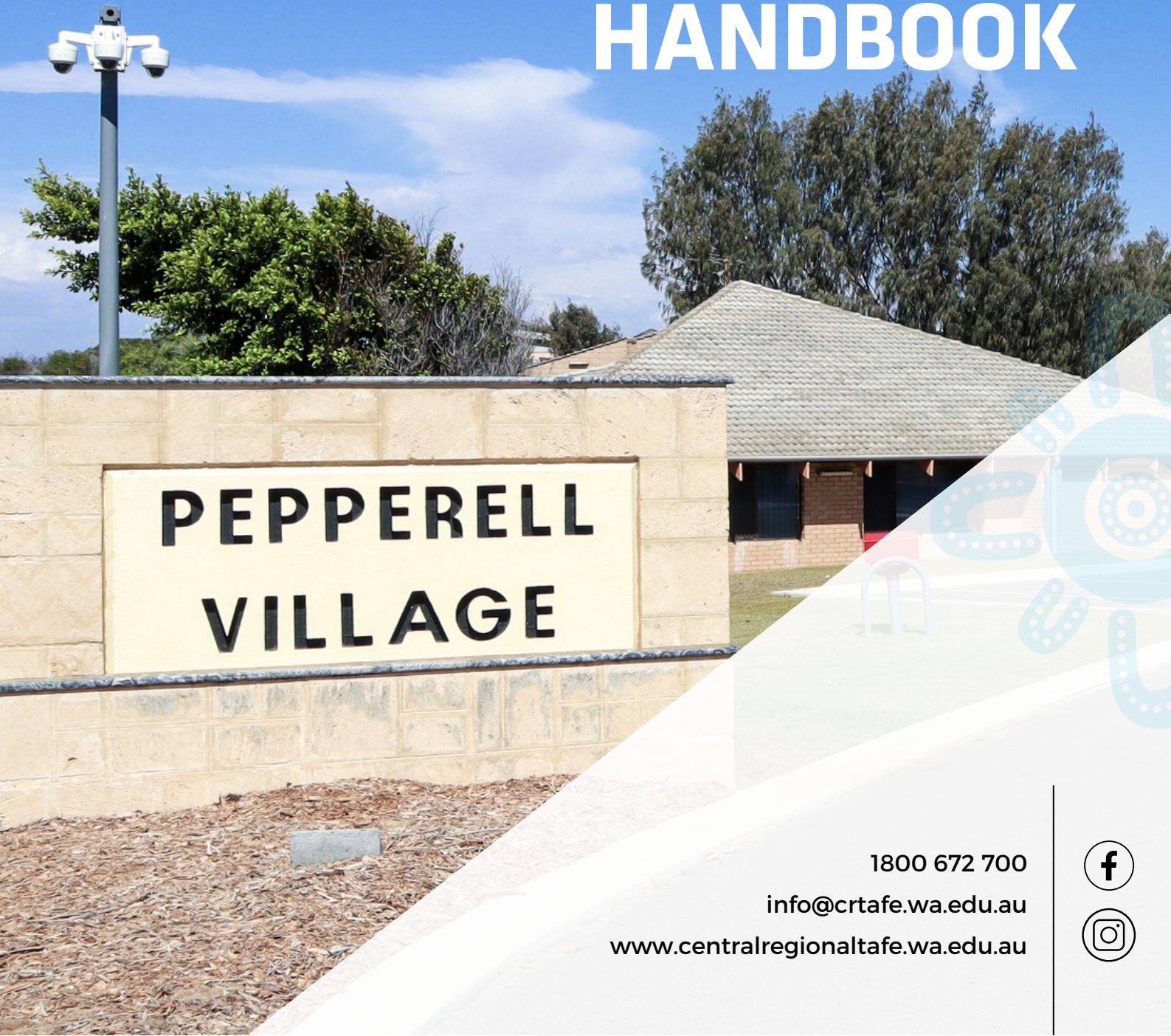




2024
RESIDENTIAL
**STUDENT
HANDBOOK**



**PEPPERELL
VILLAGE**

1800 672 700

info@crtafe.wa.edu.au

www.centralregionaltafe.wa.edu.au



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Welcome!

The Pepperell Village is our purpose-built on-campus accommodation for students studying at CR TAFE, located at the Geraldton Campus.

Our responsibility extends beyond just providing beds for students. We support the transition to independence with a dedicated Student Support team. Living amongst fellow students with different backgrounds and interests can be an exciting and important part of the education experience. Offering the best of both worlds, Pepperell Village can offer an independent lifestyle for students complemented by a secure and supportive environment.



For more information about our on campus accommodation please contact:

 (08) 9956 2760 or

 residential@crtafe.wa.edu.au

Thank you

Getting Started



Enrolments, Attendance and Leave

The resident is to be an enrolled student of CRT. Applications from students at other educational institutions will be considered on an individual basis after discussions with the Residential Supervisor and the Manager Student Support Services.

The resident / Apprentice must maintain full class attendance. If attendance does not meet this requirement without a valid reason, CRT may terminate the occupancy. It is the Resident's responsibility to notify their lecturer and the Residential Supervisor if they are going to miss a class. Apprentices should also notify the lecturer and their Apprenticeship Officer.

For security reasons, residents who know they will be off campus overnight or longer are asked to inform the Residential Supervisor that they will be absent. Sending a text message to the Residential Mobile is adequate notification.

Under 18 Residential Students

CR TAFE has a Duty of Care for your safety and well-being if you are under 18. Key points to remember are:

- Your parent / guardian may be contacted regarding the following:
 - To advise of sickness
 - To advise of medical treatment if required
 - To advise of absences from class
 - If student is wanting to stay away overnight
- Students under 18 are expected to be in their unit by 9.30pm each night unless alternative arrangements have been made with the Supervisor and their parent/guardian permission has been provided.
- If you are absent from a scheduled class, CRT will report this to your parent / guardian. If you are an Apprentice, CRT must also report your absence to your employer. Regular absences may result in contract review.
- If your Lecturer has planned an off-campus activity (camp or excursion), CRT must obtain your parents/guardian's permission for you to attend.

Getting Started



Units & Recreational Room

CRT has 12 self-contained fully furnished, air-conditioned units each consisting of 4 bedrooms, 1 bathroom, 1 toilet, kitchen and dining/living area. Each unit caters for same sex accommodation and all units are grouped around a communal Residential Recreation room. Pepperell Village also have an accessible unit to support students with disability.



The Recreational Room is for residents and their visitors (accompanied by the resident) containing a pool table, large Screen TV, Playstation, Table tennis, computers and a basketball half court located outside. It is open at 5pm until 9.30pm, Monday to Friday.

Check-in Times

Unless prior arrangement has been made, check-in time for all Residential tenants is:

SUNDAYS
3.00PM - 5.00PM

It is the student's responsibility to ensure a booking has been made for their accommodation, and to confirm their booking prior to arriving.

After Hours Check-in

After hours check-in is only by prior agreement and as follows:

WEEKENDS OR
AFTER 5.00PM

*At map location V8 (see p9)
Residential Supervisor's office*



General Rules



Health

Residents are asked to note any Medical Conditions on the application form including any prescribed medications, this information is confidential to Residential Staff and the Manager Student Services. Students are asked to notify the Residential Supervisor should any changes be required on their medical form.

The Resident must report all accidents and injuries, to the Residential Supervisor and will be required to complete an Accident/Incident Report Form. Please note that in case of illness, CRT reserves the right to obtain medical assistance or to send students home or to hospital at the student's own expense.

Term Breaks

Students are required to vacate the village during term breaks unless the resident has scheduled classes or prior permission has been sought from the Residential Supervisor.

NB: Security and supervision is limited during term breaks.

Visitors

Visitors are welcome to Pepperell Village including family members and children, but they must comply with rules relating to the premises. It is the responsibility of the resident to explain the code of conduct to their visitor/s. Visitors must only enter / or remain on the premises with the express permission of the Resident and remain in the Resident's presence at all times while on CRT grounds.



Visitors must leave the Residential premises by:

9.30pm Sun – Thur

11.00pm Fri – Sat

Any visitor can be asked to leave by a CRT staff member or Security if not complying with Residential guidelines. Residents must not loan or give their unit key to their visitor under any circumstances. Residents will be held accountable for any damages or actions of their visitor. This includes any financial costs incurred.

General Rules



House Keeping

Units are on rostered cleaning days; kindly ensure that the following duties are done before the cleaners arrive and on checkout of unit,

Students will be invoiced a cleaning charge if the above duties are not carried out prior to vacating.

PLEASE MAKE SURE:

- ✓ All dishes are washed, dried and put away,
- ✓ Kitchen benches are tidy,
- ✓ The lounge is tidy and everything is off the floor,
- ✓ All bins are emptied, and rubbish placed in the skip bin.
- ✓ All personal items in bathroom and toilet are put away.

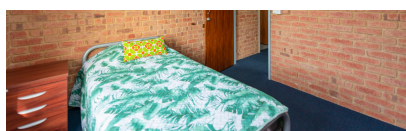
Bedding & Linen

All rooms have a king-single mattress. Mattress protectors are supplied for all beds within the village. The mattress protector is the property of CRT and is to remain on the mattress at checkout. Linen boxes are available for use for Short Term Resident's / Apprentices at a fee of \$40.00.

Students will be invoiced the \$40.00 linen charge if any items are used from this box during their stay.

Laundry

Each 2 units have a shared Washing Machine and Dryer between them. Laundries are locked at 9.30pm each night. Ensure you do not have machines in use at this time as they will be turned off. Your unit key is programmed to access the laundry door from 6.00am – 9.30pm only. Please bring your own laundry supplies.



Smoking/Vaping

CRT is a smoke free Campus. Only on-site Residents at Pepperell Village are permitted to smoke outside of their unit. Please be considerate of others and ensure ashtrays are used and doors and windows are closed within the smoking area. For more information please refer to the online Policy and Procedure for Smoking Restrictions (OS004P).

Facilities



Reporting Faults or Breakdown in Equipment

Should you experience any faults, breakdown of equipment or maintenance issues please report it to the Residential Supervisor.

Unit Access

Residents are responsible for the care and safe return of their room key and swipe card. If a residential key is lost or misplaced, Residential staff should be notified immediately so de-activation and a replacement of the key can be arranged. Students must not loan their room key or swipe card to another person under any circumstance. Students are required to sign keys and swipe card back in on departure during term break and/or at the completion of their course/block.

If Residential keys and swipe cards are lost, the resident will be responsible for replacement costs.

Network Wi-Fi

Wi-Fi is available throughout the village and Residential computers are located in the Recreation Room and Cibatek Tech using your student ID as your login. Inappropriate use of the internet, e-mail or the loading of games or pornographic material will result in disciplinary action. The Wi-Fi system does not support Netflix or movie download. The Wi-Fi password will be provided to you on your arrival.

Parking

Residential Students have a designated parking area and will be supplied with a parking permit to be displayed at all times on their vehicle. Students are required to return their permit on departure during term break and at the completion of their course/block. Please note, visitors are not to park in the designated parking area.

Bikes

2 x bikes are available to Residents at Pepperell Village. The bikes may be used as a means of transport around Geraldton to work placements and appointments. Please contact the Residential Supervisor at least 1 day prior to complete a 'Residential Bike Loan Form'; if you are under 18 a parent/guardian must sign their approval.

Me-N-U Cafe

Students have the option of receiving meals from the Me-N-U Cafe for a fee, to be confirmed upon request. Meals include lunch and evening meals only (Monday - Friday during school term). Breakfast and weekend meals are NOT included. Meals are charged at a weekly rate and cannot be cancelled during a block.

Emergencies and Safety



FIRE EMERGENCY PROCEDURE

Residents will be made aware of the emergency evacuation procedure due to a fire alarm and are required to follow these procedures when a fire alarm is activated. Evacuation plans are located in each unit.

ASSEMBLY POINT

**GRASSED AREA
OPPOSITE H BLOCK**
(two-story building)

PLEASE NOTE:

- ✓ Fire alarm evacuation drills will be practiced throughout the year and Residents are required to follow the evacuation plan procedure.
- ✓ Intentional misuse of a fire alarm will attract a fee and/or fine from the Fire Department.
- ✓ For life threatening emergencies call 000 (Fire, Police or Ambulance), then notify the Residential Supervisor.

Security

Pepperell Village surrounds and the Recreation Room are under 24 hour surveillance. Residents are reminded to treat equipment with respect.

Report any suspicious activity to the Residential Supervisor.

Insurance

Personal belongings are not insured by CRT and are the responsibility of the resident. CRT does not provide insurance cover or assume any liability for any personal items or motor vehicles lost, stolen or damaged within CRT grounds. Students are encouraged to insure their belongings against theft or damage. It is recommended that you ALWAYS keep your room and unit locked.

Communication

Administration

CR TAFE Residential staff are responsible for the administration and maintenance of each residence. It aims to provide a safe and caring environment for all residents. The team includes the following staff members:

1 Residential Supervisor & Residential Administration Officers

Julia Graham

Monday - Friday

(Saturday - Sunday on call)

T: 9956 2760 | M: 0408 941 878

E: residential@crtafe.wa.edu.au

- Support for Residential Students
- Account enquires / payment information
- Maintenance requests for the village grounds/units
- Enquires/requests relating to Pepperell
- Student Village



2 Manager Student Support Services

Craig Walker

Monday - Friday

T: 9956 2780

E: craig.walker@crtafe.wa.edu.au

- General Information and advice
- Course and career information
- Support services and referrals
- Concerns / issues either course related / personal
- Payment Plans / Debt Management

3 Student Support Services Coordinator

Phone: 9956 6140

- General Information and advice
- Support services and referrals
- Supports students with study and career guidance
- Concerns / issues either course related / personal
- Payment Plans / Debt Management
- Study and career guidance for Aboriginal and Torres Strait Islander students



Communication



Enquiries and Email

Mailing Address

Central Regional TAFE
c/-Pepperell Student Village
Locked Bag 103
Geraldton WA 6531

Village Location

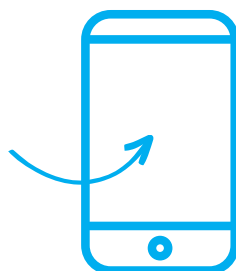
175 Fitzgerald St
Geraldton WA 6530

Contact Details

T: 9956 2760 | 0408 941 878
residential@crtafe.wa.edu.au
Fax: 9921 7705

Campus Contact

If you need to make contact with your Lecturer or the Program Assistant for your course area, please phone 1800 672 700.



This will put you through to CRT's Switchboard Operator who can forward the call at your request.

Student Support Services

Residential students are supported by the Student Support Services Team which is located in X and J Block. Student Support Services offer a variety of support services to all students including:

- Course planning and study pathways.
- Aboriginal Student Support
- Learning difficulties support.
- Career advice and direction.
- Induction for new students.
- Job Ready program.
- Mentor support.
- Youth support.
- Case management.
- Fee and debt payment options advice.
- Referrals to external support agencies.
- Scholarships program.

2024 Fees & Charges

Accommodation costs for residing at the Pepperell Student Village are displayed below as per the Fees and Charges Schedule for the current year. Residents must be an enrolled student.

| | | |
|-----------------|---|------------|
| Application Fee | Non refundable | \$50/year |
| Bond | Returned at the completion of all study minus any deductions (cleaning, monies owing etc.) | \$620 |
| Ancillary Fee | Supply of certain household goods as well as provision of a variety of community, sporting, entertainment and residential services. | \$9/week |
| Rent | Option 1 Long Term Accommodation (more than 2 weeks). Includes the use of all facilities within the residential grounds. | \$155/week |
| | Option 2 Short Term Accommodation (up to and including 2 weeks). Includes the use of all facilities within the residential grounds. | \$165/week |
| | Option 3 Overnight Accommodation (maximum 3 night). Includes the use of all facilities within the residential grounds. | \$50/night |
| Meals | Lunch and Dinner Mon – Fri (inclusive). Meals are not available during term breaks. | \$115/week |
| Linen | Available on request. | \$40/block |

The current fees and charges for the application fee, ancillary fee, linen fee and the meal component are GST inclusive. The rental and bond charges are exempt from GST. Ancillary and Network fees are compulsory charges.

**correct at time of print*



Payment and Support



Fee Information

Students are required to make payment of the Application fee and Bond fee prior to commencement of residency and two weeks Rent in advance is required at time of check in. Ancillary Fee and Meals will be invoiced upon arrival at the rate mentioned in the Fee and Charges Schedule. Rent is charged per term for long term residents.

SHORT TERM RESIDENTS

Are required to provide credit card details as a Bond assurance until check out. If any outstanding fees have not been paid, damages or additional cleaning costs have been incurred, these charges will be debited from the supplied Credit Card number.

LONG TERM RESIDENTS & APPRENTICES

Will be refunded their bond at the completion of their tenancy minus any damages, additional cleaning costs and outstanding fees. Apprentices also have an option to process their travel and Accommodation claim forms to help offset their Residential fees.

All fees must be cleared prior to the Residents departure. Bond refunds will be applied to outstanding Central Regional TAFE (CRT) fees.

If residents leave the village prior to the term completion, CRT will require two weeks' notice. Reasons for leaving earlier will need to be discussed with the Residential Supervisor or Manager Student Support Services. Apprentices and trainees are able to claim residential costs through the Department of Training and Workforce Development.

Account Procedures

FEES

Residential fees must be paid on a weekly / fortnightly basis and be paid in full by the end of each term / course or block.

OVERDUE ACCOUNTS

Residential fees must be paid on a weekly / fortnightly basis and be paid in full by the end of each term / course or block.

DEBT COLLECTION PROCEDURES

Debt collection commences if no payment is received after numerous attempts to collect payment. The student will be liable for this cost.



Payment and Support

Payment Information

Payment methods - EFTPOS, Credit Card, Cash, Cheque or Online Banking. Payments can be made at X-Block Reception; however, initial payment of Residential Fees should be made in the company of Residential Staff.

DIRECT CREDIT

| | |
|-------|--|
| NAME: | Central Regional TAFE |
| BANK: | Commonwealth Bank |
| BSB: | 066-040 |
| A/C: | 19807768 |
| REF: | Your General Debtor Number or 'RESI', First Initial and Surname (eg. RESI J BLOGGS). |

RECEIPTS - ONLINE BANKING

If you choose to pay your account through online banking, please be advised that CRT cannot generate a receipt and you will be required to take your own screen shot of your online banking receipt.

Government Assistance and Centrelink

Depending on your circumstances, you may be eligible for Youth Allowance, Austudy or ABSTUDY, which provides financial support while you are studying at CR TAFE or undertaking an Australian Apprenticeship. You may also be eligible for Rent Assistance and the Disability Support Pension. We encourage you to contact Centrelink for further information or go to the website: <https://www.humanservices.gov.au/>

BANK ASSISTANCE SCHEME

You may be eligible for a Bond and 2 weeks Rent interest-free loan. This is a scheme through the Department of Communities and is means tested. We encourage you to contact the Department of Communities for further information or go to the website:

<https://www.communities.wa.gov.au/services/housing>

Pepperell Village Code of Conduct

Central Regional TAFE respects the right to privacy of all our residents. A Residents / Students unit is regarded as his or her private space however, guidelines are in place to ensure the welfare and safety of all students. Each student has a responsibility to conduct themselves in a way which does not infringe on the rights and privileges of other residents.

Residents of Pepperell Village agree to comply with the Central Regional TAFE By-Laws 2016.

The Student Code of Conduct (OM018P) and related policies are an expansion of the College By-laws and provide further guidance as to acceptable behaviour within the College's environment. The Student Code of Conduct also applies to visitors to the campuses and students living in College accommodation where provided. CRT Student Code of Conduct and other referenced policies can be found at <https://www.centralregionaltafe.wa.edu.au/>

All members of the College community are responsible for ensuring students behave in accordance with the standards set out within the Student Code of Conduct. If a student is in breach of the Student Code of Conduct, staff and students have a responsibility to report this. Disciplinary procedures may occur as a result of a breach of the Student Code of Conduct, including sanctions set out within the College By-laws. If an act in breach of the Student Code of Conduct is also considered an illegal act, the relevant authorities will be contacted. Refer to Policy and Procedures for Managing Student Behaviour (CF006P).

In line with the CRT Student Code of Conduct the following conditions apply to all Residents and they accept that any breach of these regulations may result in disciplinary action or immediate termination of Central Regional TAFE accommodation.

- The Resident shall not make any alteration or addition to the Premises including any fixtures or fittings,
- The Resident agrees to keep clean and tidy their personal living space as well as those shared facilities associated with their unit,
- Theft, vandalism or damage to Central Regional TAFE property or property belonging to a resident or staff member will not be accepted,
- Mattresses are to remain on the bed frame in bedrooms due to OHS precautions,
- The Resident understands that possession and or use of alcohol and drug paraphernalia within CRT grounds are strictly prohibited and Residents are considered responsible for substances or equipment located in their unit. Refer also Alcohol & Drugs Policy (CF001P),
- Bar heaters, candles and incense burners are not permitted,
- Use of computer and Internet is subject to the Central Regional TAFE Policy and Procedure for Acceptable Computer and Internet Use (IS006P)
- CRT is a Smoke free Campus (including e-cigarettes) and only Pepperell Village Residents and Staff are permitted to smoke in the designated smoking / vaping areas within Pepperell Village. Refer also Smoking Restriction Policy (OS004P),
- Sexist, racist or discriminatory behaviour will not be tolerated,
- Harassment, intimidation, bullying, disruptive, discourteous or dangerous behaviour will not be tolerated,
- Damage to, or tampering with, safety or fire equipment is not accepted,
- Full attendance must be maintained,
- CRT prohibits residents from bringing animals of any kind into the accommodation unless the Resident is visually impaired and are accompanied by a guide dog,
- The resident agrees to follow guidelines within the handbook relating to Visitors to Pepperell Village and understand that the visitor must remain in the presence of the resident at all times.

The Residential Supervisor has the right to enter residential units without notice. Residents will also permit Central Regional TAFE, its agents, authorised officers and employees to enter the premises:

- In cases of emergency or if it is believed the Resident has ill health, mentally or physically incapacitated,
- To carry out repairs and / or maintenance,
- Where Central Regional TAFE has reasonable grounds to believe that there has been a breach of the Code of Conduct.

Accommodation Agreement

To be signed on Student Application



I confirm that I have read the Residential Student Handbook thoroughly and understand and agree to my obligations as a tenant of the Central Regional TAFE Student Residences.

I will comply with all of the terms and conditions and Code of Conduct outlined in Residential Student Handbook as well as any reasonable instruction or request given to me by a Central Regional TAFE staff member.

I understand that inappropriate behaviour and/or failure to strictly follow these terms and conditions may result in disciplinary action, immediate expulsion from accommodation and/or termination from Central Regional TAFE's Pepperell Village.

I understand that my behaviour should not cause offence or annoyance to other residents, nor should it discredit CRT's reputation.

I will ensure I have an adequate level of knowledge regarding emergency evacuation procedures and will review the additional information which has been left in the accommodation.

I understand that my authority to stay in the accommodation only remains until the final day of my booking. On this date I must vacate the accommodation prior to the departure time.

I accept full financial responsibility for any damage to the student accommodation and its contents if CRT deems I am responsible.

I accept full financial responsibility for extra cleaning charges should I leave the accommodation and my room in an unreasonable condition.

I agree to have my debts paid and cleared at time of check out.

I understand that at the completion of my course, if I have any outstanding accommodation and/or enrolled course debts with CRT, the Bond will be applied to these fees.

I accept full financial responsibility for replacement costs of lost / misplaced unit keys and swipe card.



CONTACT

1800 672 700

info@crtafe.wa.edu.au

www.centralregionaltafe.wa.edu.au

RTO: 52789